

CODE: 1342
FLSA: NON-EXEMPT
GRADE: 8

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: REAL ESTATE CLERK
FINANCE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of bookkeeping work involving specialized clerical accounting duties including the maintenance of fiscal records, real estate taxes, and payments. Work involves handling the full responsibility for processing, verifying, and recording all real estate property billing adjustments and payments and other fiscal accounting functions; and assisting with the development of automation software for accounting. Reports to the Director of Finance/Treasurer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Processes first and second installment tax payments.

Maintains daily records on pre-payments, tax exemption, and collection of delinquent payments.

Performs a variety of customer service duties over the telephone and in person; assists customers with account changes and billing questions; prepares correspondence with customers and Fairfax County.

Assists with the design of automated fiscal programs; develops system updates and revisions; creates billing screens and fiscal records databases; assists with installation of hardware; troubleshoots software and printer problems.

Maintains records on Town properties; prepares audit reports.

May perform secondary non-accounting clerical functions in addition to normal accounting clerical responsibilities such as classification of receipts and disbursements in accordance with established procedures.

Assists in collection counter operations and in support of other operations as needed.

Works directly with Town Attorney to enforce delinquent collections.

Receives and/or reviews various records and reports such as revitalization exemption, public service utility property taxes, exoneration, tax relief for elderly and disabled certificates from Fairfax County, and supplementals.

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Prepares and/or processes various records and reports such as first installment taxes due, second installment taxes due, supplemental taxes due, pre-payments, delinquent taxes and bills, and tax exemptions.

Refers to ownership changes from Fairfax County, mailing address changes from Fairfax County, first installment taxes and second installment taxes from Fairfax County, tax exemptions from Fairfax County, supplemental taxes, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as printer, copier, calculator, fax machine, computer server, computer, etc.

Uses a variety of tools such as Internet, etc.; a variety of supplies such as general office supplies, etc.; and a variety of computer software such as Microsoft Excel, Microsoft Word, Turchetta, Pentamotion financial system, etc.

Interacts and communicates with various groups and individuals such as the Director of Finance/Treasurer, co-workers, Planning & Zoning Department, Fairfax County Real Estate Division, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree plus two years additional of business, accounting, or related field supplemented by one to two years of experience preferably in a tax related field; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including typewriters, transcribers, computers, telephones, calculators, copiers, facsimile machines, etc. Must be physically able to exert up to 30 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

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Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, forms, statements, etc. Requires the ability to prepare a variety of correspondence, forms, statements, etc., using prescribed format and conforming to rules of punctuation, grammar, diction and style. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; adding and subtracting totals; multiplying and dividing; determining percentages and decimals; and the ability to apply the theories of algebra.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing work under some stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.) Must be able to communicate via telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Finance Department as they pertain to the performance of duties of the Real Estate Clerk. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has working knowledge of the laws affecting the collection of real and property taxes. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has organizational, clerical, and customer service skills. Has working

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knowledge of modern office practices and procedures, including the handling and accounting of large sums of money. Has working knowledge of the principles and practices of bookkeeping. Is skilled in the operation of common office machines, including popular computer-driven word processing, spreadsheet, and file maintenance programs. Is able to compute figures rapidly and accurately. Is able to prepare records and reports concerning the collection of taxes. Is able to use computers for data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is skilled in applying a responsible attention to detail as necessary in preparing permits, records, reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to assist in the preparation of detailed financial reports. Is able to exercise tact and courtesy in frequent contact with the general public, lawyers, and businesses. Is able to establish and maintains effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co- workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time- off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of it. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

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Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.